

General Assessment Information

Blueprint Contents

General Assessment Information	Sample Written Items
Written Assessment Information	Performance Assessment Information
Specific Competencies Covered in the Test	Sample Performance Job

Test Type: The Hospitality Management Lodging assessment is included in NOCTI's Teacher assessment battery. Teacher assessments measure an individual's technical knowledge and skills in a proctored proficiency examination format. These assessments are used in a large number of states as part of the teacher licensing and/or certification process, assessing competency in all aspects of a particular industry. NOCTI Teacher tests typically offer both a written and performance component that must be administered at a NOCTI-approved Area Test Center. Teacher assessments can be delivered in an online or paper/pencil format.

Revision Team: The assessment content is based on input from subject matter experts representing the following states: Idaho, Michigan, Missouri, Pennsylvania, and Texas.



52.0909- Hotel, Motel, and Restaurant Management



Career Cluster 9- Hospitality and Tourism



11-9081.00- Lodging Managers



NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

In the lower division baccalaureate/associate degree category, 3 semester hours in Hospitality Management

Written Assessment

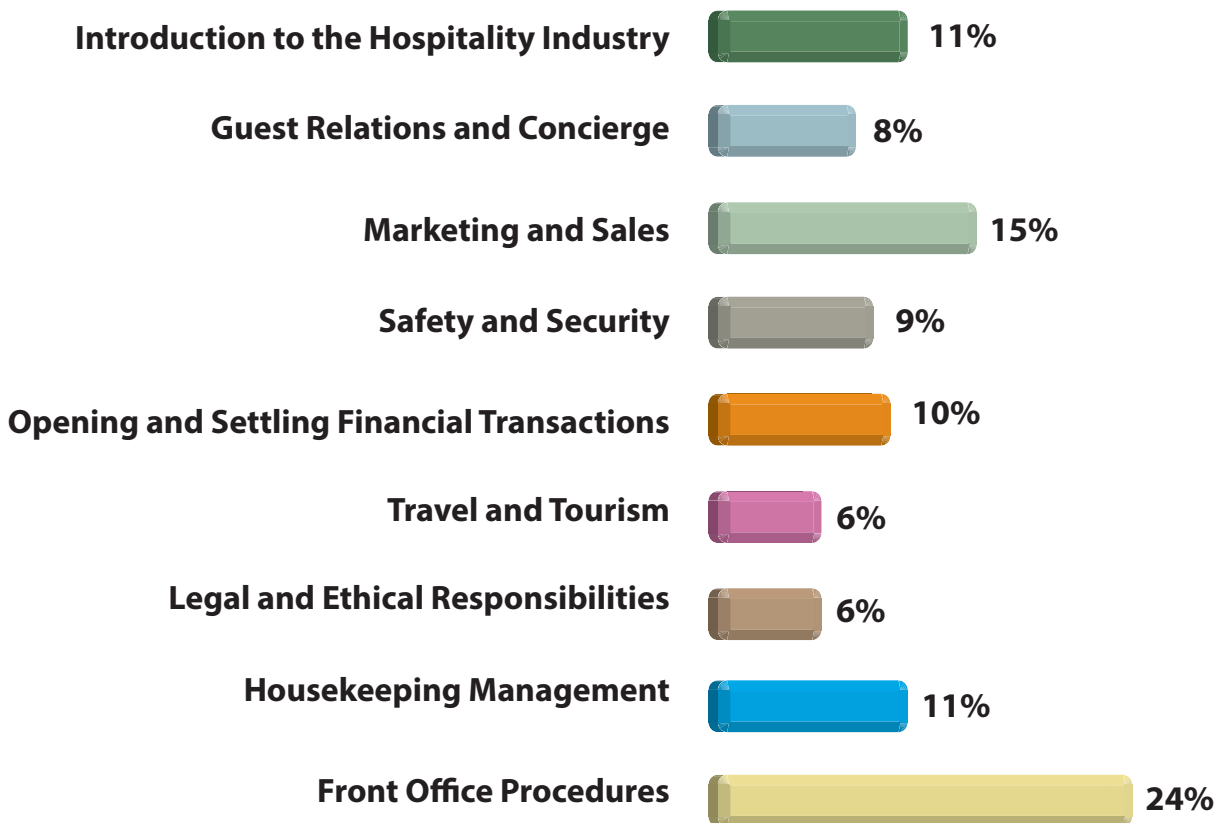
NOCTI written assessments consist of questions to measure an individual’s factual theoretical knowledge.

Administration Time: 3 hours

Number of Questions: 164

Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered



Specific Standards and Competencies Included in this Assessment

Introduction to the Hospitality Industry

- Describe standards of service
- Describe the function of human resources in the hospitality industry
- Display an understanding of hospitality terminology
- Define and categorize hotel/restaurant organization and hotel segmentation
- Identify various career paths and opportunities within the hospitality industry

Guest Relations and Concierge

- Demonstrate effective communication skills
- Handle guest complaints
- Explain fee and pricing categories
- Provide guest information services (concierge service)

Marketing and Sales

- Describe functions of the marketing department
- Describe the products and amenities of hotels
- Describe the elements of a marketing strategy
- Target the market audience
- Describe the concept of supply and demand
- Describe the importance of suggestive selling and upgrading
- Prepare and promote sales; including banquet and group sales



(Continued on the following page)

Specific Standards and Competencies (continued)

Safety and Security

- Demonstrate knowledge of safety regulations as required in the hospitality industry, including OSHA regulations
- Demonstrate appropriate personal hygiene
- Maintain guest and employee security procedures

Opening and Settling Financial Transactions

- Describe and process financial transactions
- Describe night audit procedures
- Operate POS (point of sale) system and/or cash register

Travel and Tourism

- Demonstrate knowledge of travel/tourism-related geography
- Accommodate different needs of travelers
- Demonstrate the use of technology in the travel industry



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Specific Standards and Competencies (continued)

Legal and Ethical Responsibilities

- Describe rights of management, staff, and guests
- Describe hospitality industry related legal responsibilities and issues, including ADA

Housekeeping Management

- Identify various room types
- Describe, interpret, and maintain housekeeping and room status records
- Explain procedures for health, safety, and sanitation
- Describe guest room cleaning and laundry procedures

Front Office Procedures

- Identify front office terminology
- Explain functions of the reservations department
- Describe and operate electronic communication systems
- Describe the function of forecasting
- Calculate payroll and employee schedules
- Identify and perform front office responsibilities
- Identify leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

Sample Questions

The acronym, CHA, stands for

- A. Certified Hotel Administrator
- B. Council of Hospitality Administrators
- C. Council of Hotel Administrators
- D. Certified Hospitality Association

When occupancy increases, which of the following is likely to decrease?

- A. average daily rate per room
- B. average rate per guest
- C. room revenue
- D. overall cost analysis

The main factors determining a travel destination point are climate, accessibility, and

- A. transportation
- B. amenities
- C. value for dollar
- D. shopping

The ability of a restaurant server to cover a front desk clerk's position if he/she is absent is the result of

- A. stereotyping
- B. cross-training
- C. mentoring
- D. scheduling

A reservation inquiry typically includes the guest name, the number of persons in the party, and the guest's

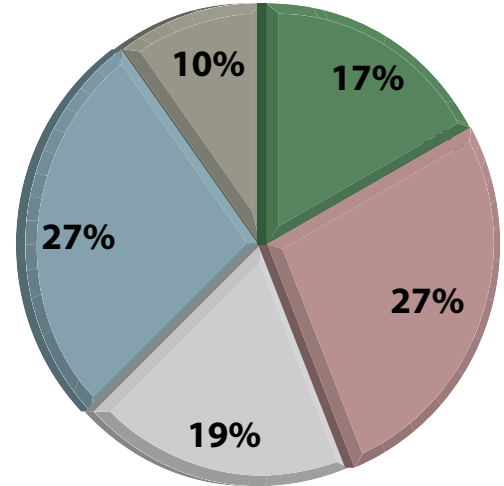
- A. date of birth
- B. social security number
- C. number of dependents
- D. date of arrival

Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

Administration Time: 2 hours and 15 minutes
Number of Jobs: 5

Areas Covered:



17% Folio and Form Completion
 Form completion, calculation of sales tax, occupancy tax, running balance, and time to complete Job 1.

27% Customer Relations and Role Play
 Greet and obtain basic information, up-selling techniques, room type, location, rate; provide guest with information, handling guest complaints, and time to complete Job 2.

19% Pricing Menu Items
 Calculate individual item costs, room charge, total cost of continental breakfast, calculate total cost per person, total cost of meeting, and time to complete Job 3.

27% Complete a Banquet Event Order Contract Form
 Contact information on form, room set-up, menu items, financial calculations, and time to complete Job 4.

10% Set up Continental Breakfast Buffet Table
 Set up continental breakfast buffet, and time to complete Job 5.

Sample Job

Folio and Form Completion

Maximum Time: 30 minutes

Participant Activity: Using the information provided, the participant will complete the guest account, including the transaction, the transaction code, the reference code, and the initials of the person posting the charges.

 <p>4771 Evans Blvd. Fort Myers Beach, FL 33931 www.loversonkey.com</p>				<p>941-762-1040 DIAL 941-762-0002</p>			<p>POOL TOWEL VOUCHER</p> 		
<p>FOLIO NO. ARRIVAL DATE ROOM NO. DEPARTURE DATE</p>				<p>FOLIO NO. ROOM NO. PACKAGE PLAN</p>			<p>ARRIVAL DEPARTURE</p>		
<p>NO. OF ADULTS CHILDREN RATE CODE TOTAL ROOM CHARGE*</p>				<p>ARRIVAL</p>			<p>DEPARTURE</p>		
<p>LAST NAME FIRST INITIAL</p>				<p>NAME</p>			<p>DEPARTURE</p>		
<p>ADDRESS</p>				<p>SIGNATURE</p>			<p>DEPARTURE</p>		
<p>CITY STATE ZIP CODE</p>				<p>POOL TOWEL VOUCHER</p> 			<p>FOLIO NO. ROOM NO. PACKAGE PLAN</p>		
<p>COMPANY/GROUP NAME</p>				<p>ARRIVAL</p>			<p>DEPARTURE</p>		
<p>CAR LICENSE STATE MAKE</p>				<p>NAME</p>			<p>DEPARTURE</p>		
<p>TYPE OF ACCOMMODATIONS REQUESTED</p>				<p>SIGNATURE</p>			<p>DEPARTURE</p>		
<p>E-MAIL ADDRESS PHONE</p>				<p>POOL TOWEL VOUCHER</p> 			<p>FOLIO NO. ROOM NO. PACKAGE PLAN</p>		
<p>CREDIT CARD AND NUMBER EXPIRATION DATE</p>				<p>ARRIVAL</p>			<p>DEPARTURE</p>		
				<p>NAME</p>					